

Developing Service Capacity

Core Service of Screening, Assessment and Referral

**Joint Legislative Oversight Committee for Mental Health,
Developmental Disabilities, and Substance Abuse Services**

Research Division

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State Policy

G.S. 122C-2. - "State and local governments shall develop and maintain a unified system of services centered in area authorities or county programs. The public service system will strive to provide a continuum of services for clients while considering the availability of services in the private sector. Within available resources, State and local government shall ensure that the following core services are available:

- (1) Screening, assessment, and referral.
- (2) Emergency services.
- (3) Service coordination.
- (4) Consultation, prevention, and education."

2004-2007 Performance Contract Access Requirement

The LME shall provide or subcontract for an Access line that is staffed 24/7/365 with live, trained personnel, TTY capable for persons who have a hearing impairment, and foreign language interpretation at no cost to the individuals requiring assistance. Accommodations shall also be made for cultural and demographic differences, visual impairments, augmentive communication, and mobility or other handicap accessibility to the LME and providers. The Access line shall be toll-free for all persons in the LME's catchment area.

2004-2007 Performance Contract

Crisis Services Requirement

The LME shall maintain a 24-hour, seven day a week crisis response service. Crisis response shall include telephone and face to face capability. Crisis phone response shall include triage and referral to appropriate face to face crisis providers and shall be initiated within one hour. Crisis services do not require prior authorization but shall be delivered in compliance with LME policies and procedures. Crisis services shall be designed for prevention, intervention and resolution, not merely triage and transfer, and shall be provided in the least restrictive setting possible, consistent with individual and family need and community safety.

2004-2007 Performance Contract Measurement for Access Line

DHHS will determine the presence of the Access Line through a Mystery Shopper program that conducts a minimum of 10 calls per quarter.

- SFY2005 Performance Standard = 85% of calls are answered within 6 rings.
 - Best Practice Performance Standard = 100% of calls are answered within 6 rings.
- Quarterly Performance Contract report on this measure.